

# PERFORMANCE BASED OVERSIGHT WORKING GROUP

## MEETING NOTES

AUGUST 10, 2011 MEETING

1:30 P.M. TO 3:00 P.M.

### Attendees

Jo Betsy Norton – Texas Mutual Insurance Co\*  
Pam Beachley – Texas Group Insurance Association\*  
Sarita Shipe – TASB/Texas Association of School Boards\*  
Steve Nichols – ICT/Insurance Council of Texas\*  
Stuart Colburn – Downs Stanford\*  
Warren Cooper - Texas Medical Association (TMA)\*  
Bill Weldon – Travelers  
Nick Huestis – BAOB / AIA  
Terry Eliason – Texas Mutual Insurance Co  
Michael Berkowitz – KSF Orthopaedic Center\*  
Lin Kindred – City of Austin\*  
Herb Harris – Harris & Harris\*  
Lisa Cummings – UT System  
Robert Stokes – FOL/Flahive, Ogden & Latson\*  
Dr. Bob Hassett – Concentra\*  
Trey Gillespie – PCI/Property & Casualty Insurers Association\*  
Connie Higdon –TML  
Bill Kidd – WorkComp Central  
*\*Denotes PBO Working Group Member*

### Welcome/Introductions

**Teresa Carney** - Welcomed everyone and requested each member introduce themselves. She then summarized the data that was posted on the internet after the July 27, 2011, meeting, including Key Regulatory Goals, DWC available data, and potential assessment measures. The website has been corrected and the meeting notes from the July meeting are now available as well.

### Discussion of Possible Insurance Carrier Measures

**Teresa** reiterated that although one option can be to keep the existing measures, there does need to be some other options to propose to Commissioner Bordelon.

#### New Measures suggested by PBO members:

1. Inclusion of Safety and Return to Work; subject of re-audit was discussed, at the expense of the auditee.
2. EDI measure – the weight should be reduced.
3. Timely payment of IIBs – however, members noted that DWC does not capture the date of when the insurance carrier receives the DWC Form 69.
4. Accuracy of TIBs payments.
5. Timeliness of Reconsideration bills – potentially a stand-alone measure.
6. Timeliness of filing the EDI 148-04 and PLN 1.

**Teresa** informed the group of possible measures that have been discussed outside of the PBO planning meetings.

7. Accuracy of payment of medical bills – specifically payment according to MAR. There was discussion on what DWC has preliminary been looking at: limiting it to certain HCPCS codes, limiting the timeframe, limiting the dollar amount, etc.

8. DWC Form-73, or other source document, being accepted as first notice of injury; TDI-DWC is finding instances where insurance carriers are returning these with a form letter indicating “no claim on file”.

## **Discussion of 2010 Insurance Carrier Assessment**

**The group** addressed and discussed the following issues:

- Suggested new/additional incentives for High Performers, ie. No fines for complaints, something more tangible.
- Visibility of how system participants benefit from tier placements.
- Teresa encouraged members to continue to discuss as some ideas may be handled through policy changes rather than rule changes.

## **Homework**

**Teresa** and staff will:

- Talk to Karen Puckett to learn more about the APS database and possible APS safety measures.
- Timeliness of PLN; 148-04
- Ask Matt Zurek if they are considering DWC Form-69 going directly to insurance carrier Rep boxes.
- Review data available on accuracy of TIBs and timeliness of reconsideration bills.
- Review Top 5 CPTs with billed amounts over \$500 related to payment at MAR.
- Check Rules to verify what bills, if any are subject to MAR or lesser amounts.

**The group** will:

- Take suggested possible measures back to their clients.
- Continue discussions on additional incentives for High Tier performers.

## **Next Meeting**

Next meeting will be to discuss possible insurance carrier measures. Once we have the recommendations on possible measures, we will discuss administrative process such as: weights, selection criteria, timeframe, methodology, re-audit, etc

## **Closing**

**Teresa Carney** – Thanked everyone for attending and participating in the PBO planning process.

Meeting adjourned at 3:00 p.m.

**PBO Results link**     <http://www.tdi.state.tx.us/wc/pbo/pboresults.html>

**Past PBO Planning Documents:**     <http://www.tdi.state.tx.us/wc/pbo/pbo.html#pldoc>